



Nebraska WIC Program

WIC VENDORS' UPDATE

GROCERY EDITION

UPDATED CASHIER VIDEO LAUNCHED

The WIC Cashier Training Video has been updated and is posted on our WIC website.

The link is <http://dhhs.ne.gov/publichealth/Pages/WICCashierTrainingToolkit.aspx>

If you do not have access to the internet, a copy may be ordered via e-mail to regina.paschold@nebraska.gov or via phone at (402) 471-2781.

The video is an excellent training tool to help your cashiers process WIC checks correctly and thus reduce the number of problem checks!

Remember you are required to record all WIC training that you conduct and have available for review by WIC staff. A suggested log is at this link: http://dhhs.ne.gov/publichealth/Documents/WIC_Training_Log.pdf

Reasonable Amounts Payable for Special Formulas

Prices for special formulas allowed through the Nebraska WIC program are posted on our WIC website.

The prices are subject to periodic updates.

If you have any question please contact us to discuss.

Sept 2013

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FRUIT & VEGETABLE CHECK TRANSACTION

The number of rejected fruit and vegetable WIC checks has increased. The problems have been with missing signatures and over the dollar amount.

The fruit and vegetable check is like the regular WIC check except for the following points.

- * Dollar amount on the check, i.e. \$6 or \$10
- * Specific approved foods not identified, i.e. 3 lbs. of baby carrots
- * Split tender allowed: WIC shopper has the option to pay over the value of the fruit & vegetable check

- ♦ Example #1: WIC shopper has a F & V check for \$10

Value of produce = \$10.87

Options: 1. Shopper can pay over

2. Shopper can put product back

3. Shopper can put produce with personal shopping

- ♦ Example #2: WIC shopper has a F & V check for \$10

Value of produce = \$9.47

Cashier enters \$9.47 in the purchase amount box on check

Shopper does not receive cash back or an IOU for the difference

ACTION NEEDED: Review with all your staff that the purchase amount is for the **amount of the produce UP TO** the dollar amount of the check.

If the cashier enters a purchase amount greater than the value of the check (i.e. \$6.00, \$10.00, or \$15.00), the check will be rejected.

Reminder: The fruit & vegetable check must also be valid (within date range), requires the WIC shopper's signature, and your vendor number stamp.

If you have any questions or would like cashier training please contact your local agency WIC vendor manager or the State WIC staff at 402-471-2781.

WIC Training Reminder!

Every year training is to be provided to each authorized WIC retailer. This year, annual training is being completed by sending this WIC training review to you. As your store's contact you are required to ensure that all staff involved in WIC transactions are trained and informed about the WIC Program. This training is to be documented and may be reviewed by WIC staff during monitoring visits. An example of a form to record training is included in your Cashier Training Toolkit which you or your store representative received at your store's contract training session and is available via this link on our WIC website:

<http://dhhs.ne.gov/publichealth/Pages/WICCashierTrainingToolkit.aspx>

Training resource materials for you to use include the following.

- ◆ Your **Nebraska WIC Vendor Handbook** is an easy to use reference tool for you and your employees and should be regularly reviewed.

It outlines your major responsibilities as a Nebraska WIC retailer and is a guide to the WIC rules.

The contents of your handbook include: WIC BASICS, WIC FOODS, MINIMUM INVENTORY, WIC CHECKS, WIC VENDOR SANCTIONS, and your WIC VENDOR AGREEMENT.

- ◆ There are training resources specifically designed for your cashiers such as the **Cashier Training Toolkit, Cashier Training Video, and the Nebraska WIC Approved Food List Booklet.**

Cashier Training Toolkit: This guide provides instructional planning tools and training activities that can be duplicated and used in your own store's cashier training program.

Cashier Training Video: This training tool is designed to help cashiers understand the WIC program and to better work with WIC clients. The video is included in the Cashier Training Toolkit.

Nebraska WIC Approved Food List Booklet: Place one of these at each register as an additional reference tool for your cashiers.

- ◆ The **BOOKKEEPER'S GUIDE TO WIC** is a resource that is especially helpful for your bookkeeping staff as it outlines the steps to follow for processing WIC checks and for problem checks. It is included in the **Vendor Handbook**.

An Employee Training Planning Guide follows to assist you in planning and delivering an effective and efficient training. If you would like assistance in utilizing any of these resources or in setting up a training program/session for your employees, please contact your Local Agency WIC Vendor Manager.

Employee Training Planning Guide

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Introduction

Proper training of employees can increase customer satisfaction, reduce errors and save your store time and money. Your contract requires that you provide training on the WIC program and related procedures to involved employees – primarily cashiers and bookkeepers. Specific WIC training activities have been developed to make it easier for you to plan and deliver effective and efficient training programs.

Step 1: Select Training Activities

Cashier Training

Use the sheet titled “Cashier Training Activity Selection Guide” included in your **WIC Cashier Training Toolkit** to help you select the training activities for your training program. You can add your own activities and/or modify the activities provided to fit your situation, but please use the sheet titled, “WIC Cashiers Learning Objectives” to ensure that all listed objectives are included in your final training program design.

Bookkeeper Training

Find the sheet titled “Bookkeeper’s Guide to WIC” included in the **Vendor Handbook**. Use this sheet, the WIC training video and other reference materials from the Vendor Handbook to help you design a training program for your store’s bookkeeper(s).

Step 2: Conduct Training

Deliver training using the materials provided. Each training activity includes an instructor’s sheet with suggestions for preparation and delivery.

Step 3: Give Assessment and Award Certificates (optional)

It is recommended that you provide the post-training assessment to employees as a method of assuring quality in training events. A 20-question assessment is included. Please maintain the security of this assessment. A certificate for completing the training and passing the assessment also is included in this toolkit. Although the assessment and certificate are not to be interpreted as guarantees of proficiency, they are useful training tools. The certificate also can be found on the state WIC Web site. The online file can be downloaded and edited to add the employee’s name and date of completion.

Step 4: Document Training of Employees

Once training is complete, record the training event. A training log is provided in the **WIC Cashier Training Toolkit**. You are not required to use this form, but your store is required to maintain documentation of the training. This documentation must be ready for your vendor manager to review at any time. An electronic copy of the training log is acceptable; a hard copy is not required. The electronic version is available as a downloadable file on the state WIC Web site.

WIC Website Address: dhhs.ne.gov/wic

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